



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Kumar et al.  
Serial No. : 10/723,742  
Filed : November 26, 2003  
Title : COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER  
USER INTERFACE

Art Unit : 2171  
Examiner : Gregory J. Vaughn  
Conf. No. : 9947

**MAIL STOP AMENDMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Applicants request consideration of the references listed on the attached PTO-1449 form. Under 37 C.F.R. § 1.98 (a)(2)(ii), only copies of foreign patent documents and/or non-patent literature are enclosed. Copies of any listed U.S. patents or U.S. patent application publications can be provided upon request.

This statement is being filed after a first Office action on the merits, but before receipt of a final Office action or a Notice of Allowance. A check for \$180 in payment of the late submission fee of §1.17(p) is enclosed. Please apply any other charges or credits to Deposit Account No. 06-1050.

CERTIFICATE OF MAILING BY FIRST CLASS MAIL

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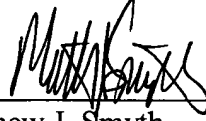
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Page : 2 of 2

Attorney's Docket No.: 13906-148001 / 2003P00828 US

Respectfully submitted,

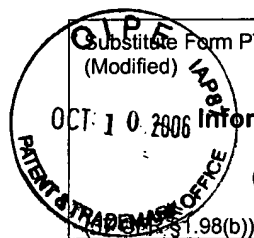
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 Substitute Form PTO-1449  
(Modified)

 U.S. Department of Commerce  
Patent and Trademark Office

 Attorney's Docket No.  
13906-148001

 Application No.  
10/723,742

**Information Disclosure Statement  
by Applicant**

(Use several sheets if necessary)

 Applicant  
Kumar et al.

 Filing Date  
November 26, 2003

 Group Art Unit  
2171

**U.S. Patent Documents**

Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
	AA	2001/0054064	12/2001	Kannan, Pallipuram V.			
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						

**Foreign Patent Documents or Published Foreign Patent Applications**

Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
	AL							
	AM							
	AN							
	AO							
	AP							

**Other Documents (include Author, Title, Date, and Place of Publication)**

Examiner Initial	Desig. ID	Document
	AQ	
	AR	
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Examiner Signature

Date Considered

EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.